

SENIOR BUSINESS ANALYST

IPSWICH

2019



The Role

At Curtis Banks, we believe that a business can only be as successful as the people who work for it. Our commitment to encourage employees to take responsibility for their career, encouraging them and offering opportunities for advancement, is an integral part of our business strategy.

This role within the Change team supports change across the business, providing tools and resources to support the daily operation and strategic deliveries of the business.

The successful candidate will undertake investigation, analysis, review and documentation of all or part of a specific business process in terms of business functions and processes, core business application functionality and the configuration of the data integration layer. This will also include the creation of viable specifications and acceptance criteria, in preparation for the construction of business change deliverables.

You will

- Develop and model business and systems functions, processes, information flows and data structures, using best practice research and analysis techniques to exploit business opportunities and achieve strategic goals.
- Define requirement specifications, conduct feasibility studies, produce high level and detailed business models, and implementing solutions, on behalf of senior client/user management to deliver a measurable impact on the profitability of the division.
- Critically review and evaluate any proposed solutions identifying alignment with business strategies making recommendations to senior managers ensuring they are fully aware of key risks.
- Continually evaluate the quality of all deliverables, including those of 3rd parties, to ensure the end product is fit for purpose and are acceptable to all stakeholders.
- Deliver effective communication to all interested parties including stakeholders and Senior Managers to support effective decision-making and manage the smooth and integrated delivery of projects.
- Take responsibility for the delivery of work packages allocated to less experienced staff, coaching and motivating them to deliver to the required standards.
- Comply with agreed methodology, standards, policies and procedures to produce a consistent high standard of documentation, and ensure strong governance, sharing knowledge and providing feedback and ideas so that performance is continually improved.

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- Define, develop & deliver processes & systems to ensure a consistent and good level of service that means customer expectations are met, is consistent with what we have communicated and is aligned to Curtis Banks Treating Customers Fairly policy.
- Take the lead in all matters with regard to the management of employees, ensuring that management discretion is used in a consistent manner and that the area follows the Group's policies and procedures including the Partnership Agreement to maximise business performance.

Skills and Experience

- An understanding of end-to-end process analysis, process design and process re-design, based on an appreciation of key process management principles and the 'system of work'.
- Good knowledge and understanding of problem solving / process improvement tools and techniques.
- An understanding of business modelling techniques to measure and analyse processes.
- Experience of developing and documenting functional and non-functional requirements
- Good knowledge and understanding of Software development Life Cycle concepts
- Good understanding of the human side of change e.g. dealing with resistance to change initiatives. Understanding the impact of other current initiatives.
- Experience working with technical applications such as BizTalk, SQL tools.
- Knows how to create effective relationships.
- Dealing with Senior Management stakeholders
- Ability to deliver to challenging deadlines
- Able to develop relationships with diverse groups and individuals; to identify and react to customer needs
- Excellent ability to communicate effectively both written and verbally
- Good level of people and interpersonal skills to build effective relationships at all levels internally and externally
- Ability to plan own workload to meet business requirements and service level agreements
- Excellent organisational skills and ability to remain calm under pressure in order to manage customer expectations and deadlines
- Must possess strong attention to detail; possessing the ability to learn new procedures quickly and to be able to juggle multiple job functions.

Qualifications

- 5 GCSE's (or equivalent) at grades A-C (or equivalent) to include English and Maths (essential)
- ISEB/BCS Business Analysis Diploma or equivalent (essential)

Working for Curtis Banks has never been so rewarding...

- Everyone receives a generous salary, fantastic holiday benefits and the opportunity to take part in our Sharesave Scheme.
- Amazing Pension contributions from the business
- Benefits scheme that includes discounts from shops, gyms etc.